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UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/087,904	03/05/2002	Michael Stanford	PW 0274521 P9092	6618

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EXAMINER
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ART UNIT	PAPER NUMBER
2614	

DATE MAILED: 08/15/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

PTO-90C (Rev. 10/03)

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE _____ MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on <u>05 March 2002</u>.

2a)☐ This action is **FINAL**. 2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) <u>1-48</u> is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) <u>1-48</u> is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All b)☐ Some * c)☐ None of:

      1.☐ Certified copies of the priority documents have been received.

      2.☐ Certified copies of the priority documents have been received in Application No. _____.

      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☒ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
    Paper No(s)/Mail Date _____.

4)☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____ .

5)☐ Notice of Informal Patent Application (PTO-152)

6)☐ Other: _____.

DETAILED ACTION

Claim Rejections - 35 USC § 103

1.   The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set
> forth in section 102 of this title, if the differences between the subject matter sought to be patented and
> the prior art are such that the subject matter as a whole would have been obvious at the time the
> invention was made to a person having ordinary skill in the art to which said subject matter pertains.
> Patentability shall not be negatived by the manner in which the invention was made.

2.   Claims 1-48 are rejected under 35 U.S.C. 103(a) as being unpatentable over

Brooks et al. (U. S. 5,825,869) in view of Witt (US 2003/0225734).

Regarding to claims 1, 16 and 22 Brooks teaches a method of automatic call

distribution in a call queue, comprising:

associating at least one skill requirement with a call (Col. 4, lines 57-60);

associating at least one skill level with each agent among a group of agents (Col. 4,

lines 60-67), the skill level corresponding to the at least one skill requirement of the call

(Col. 5, lines 55-56); computing a match rating for each agent based at least in part on

the at least one skill requirement associated with the call and on the at least one skill

level associated with the agent; and routing the call to an available agent based at least

in part on the computed match rating for the available agent (Col. 3, lines 40-45 and 46-

57)

Regarding to claims 2, 17 and 23 Brooks further teaches the call is routed based

at least in part on a highest match rating criterion (Col. 3, lines 65-67).

Regarding to claims 3, 18 and 24 Brooks further teaches computing the match

rating includes cumulatively multiplying a predetermined value by each skill level for

which the call has a corresponding skill requirement (Fig. 5, item 106).

Regarding to claims 4, 19 and 25 Brooks further teaches the predetermined

value includes a default rating (Col. 14, lines 1-4)

Regarding to claims 5-8, 20-21 and 26-27, it is inherent and well known in the art

that a skill level is a number between 0 and 1 wherein a skill lever of 0 for an agent

indicates that the agent lacks a skill associated with the skill level and placing the call on

hold if a skill level for each agent among the agents is 0, placing the call on hold if an

agent is not available. It is just simply a set up of number and data in certain order.

Regarding to claims 9-10, Brooks further teaches a call in the call queue has an

associated call priority and wait time, further comprising computing an urgency factor for

the call in the call queue, and routing the call to an available agent based at least in part

on the urgency factor. The computing the urgency factor includes multiplying the call

priority by the wait time (Col. 2, lines 4-16).

Regarding to claims 11, Brooks further teaches a call priority depends at least in

part on caller ID information associated with the call (Col. 5, lines 40-54).

Regarding to claims 12-13, it is old and well known in the art that the call is routed to an available agent based at least in part on a fairness criterion and wherein the fairness criterion includes one of idle time of the agent, a number of calls previously fielded by the agent, and duty cycle of the agent. It would have been obvious to one of ordinary skill in the art at the time the invention was made to route a call to an available agent based on a certain criterion.

Regarding claims 14 and 15, Brooks does not teach the call is routed to an available agent based at least in part on an override criterion wherein the override criterion includes one of an account number associated with the caller, caller ID information, and an exception. However, Statham teaches the dial number identification service override. Thus it would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate Statham's feature into Brooks' system in order to route a call to an available agent based in part on an override criterion. Override criterion is a very popular feature in telecommunication.

Regarding claims 28, 41 and 45 Brooks does not teaches in a graphical user interface for automatic call distribution, a method comprising:

displaying a time axis associated with a call queue, the axis representing a predetermined interval of time associated with calls in the call queue; displaying call indicators on the time axis, each of the call indicators corresponding to a respective

call and being displayed at a position on the time axis that corresponds to a time at which the call was added to the call queue; selectively displaying, for each call indicator, status information for the corresponding call, the displaying being triggered by the selection of the respective call indicator-, and updating the time axis and call indicators to reflect passage of time. However, Witt teaches displaying a time axis associated with a call queue (Fig 3, item n and t), the axis representing a predetermined interval of time associated with calls in the call queue; displaying call indicators on the time axis, each of the call indicators corresponding to a respective call and being displayed at a position on the time axis that corresponds to a time at which the call was added to the call queue; selectively displaying, for each call indicator, status information for the corresponding call, the displaying being triggered by the selection of the respective call indicator-, and updating the time axis and call indicators to reflect passage of time (see paragraph 0046 and 0048 and Fig. 3-5). Witt displays call indicators such as calls or abandoned calls to the call center on the time axis and illustrates with names of the functions (e.g., CALLS for n=f(t)). Thus it would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate Witt's feature into Brooks' system in order to display a time axis associated with a call queue. This is old and well known in telecommunication field.

Regarding claims 29-31, 42-44 and 46-48 Brooks does not teaches a respective call indicator is selected at least in part by user input, the user input includes the positioning of a cursor on or near the respective call indicator and a respective call

indicator is selected at least in part by an automated procedure. However, Witt teaches

a respective call indicator is selected at least in part by user input, the user input

includes the positioning of a cursor on or near the respective call indicator and a

respective call indicator is selected at least in part by an automated procedure (Fig. 3,

item 361).

Regarding claim 32, Brooks does not teach a call indicator is substantially

perpendicular to the time axis. However, Witt teaches a call indicator is substantially

perpendicular to the time axis (Fig. 3, n is perpendicular to t).

Regarding claim 33, Brooks does not teach a call indicator associated with an

answered call is displayed in a first color, and a call indicator associated with an

unanswered call is displayed in a second color. However, Witt teaches a call indicator

associated with an answered call is displayed in a first color, and a call indicator

associated with an unanswered call is displayed in a second color (Paragraph 0060).

Regarding claim 34, Brooks does not teach the predetennined interval of time

includes a time at which an oldest call in the queue was received. However, Witt

teaches the predetermined interval of time includes a time at which an oldest call in the

queue was received (Fig. 3, the most left asterisk).

Regarding claims 35-37 Witt further teach the status information is displayed in a pop-up window, displaying summary information for calls in the queue and the summary information includes at least one of: number of calls in the queue, average waiting time of a call, average holding time of a call, longest time in the queue, and longest time talking (Fig. 3)

Regarding claims 38, it is old and well known in the art that a call indicator flashes when a respective call is on hold longer than a predetermined time. It would have been obvious to one of ordinary skill in the art at the time the invention was made to use the old flash feature to detect hold time.

Regarding claims 39 Witt further teaches a call indicator for a call has a predetermined representation depending on whether the call is an answered or unanswered call (functions n=f(t) and q=f(t) represent different features of calls in call center. See paragraph 0046 and 0048).

Regarding claim 40 Witt further teaches a call indicator has an associated call status indicator (Fig. 3).

Conclusion

3.   Inquiry concerning this communication or earlier communications from the
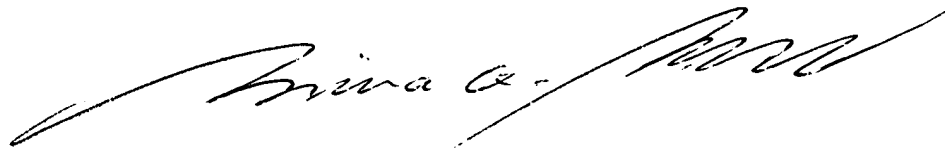examiner should be directed to Karen L. Le whose telephone number is 571-272-7487.
The examiner can normally be reached on M-F 8:30-5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's
supervisor, Wing F. Chan can be reached on 571-272-7493. The fax phone number for
the organization where this application or proceeding is assigned is 571-273-8300.

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USPTO Customer Service Representative or access to the automated information
system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Karen Le
K.L.

June 26, 2006

BING Q. BUI
PRIMARY EXAMINER